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INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/016,364
(Use as many sheets as necessary)				Filing Date	10-30-01
Sheet	3	of	3	First Named Inventor	Mikhail Yury Podrazhansky
				Group Art Unit	TBD
				Examiner Name	TBD
				Attorney Docket Number	0761-1-1

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS		
Examiner Initial	Cite No. 1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.
KD	5.	XCELERATOR, http://amcat.com/ , 9/15/2000
KD	6	SimACD and Call Center Designer, By Portage Communications, Inc., 9/15/2000
KD	7	Call Center Designer (New Version 2.4 Just Released), By Portage Communications, Inc., 9/15/2000
KD	8	CenterForce Optimizer, CenterForce Technologies, 9/15/2000
KD	9	IEX, TotalView - Workforce Management, 9/15/2000
KD	10	Management Information Systems, CRM Xchange, 9/15/2000
KD	11	What's Next in Monitoring Technology? Data Mining Finds A Calling in Call Centers, Dictaphone, 9/15/2000

Examiner Signature	<i>Kolya M. Gravels</i>	Date Considered	10/27/05
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* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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